



Advanced Communication - The Power of Assertiveness

Surprisingly up to 80% of so called 'problems' in today's business world are due to some kind of communication blockage or error. To effectively tackle this wastage of time and resources people can tap into vast resources not actually learned at school and get to the core of interpersonal communication by learning some essential techniques. This course delves through building rapport, practicing the reciprocity principle, dealing with different personality types & active listening; together with learning to be assertive to achieve a 'win-win' in challenging situations while acting as a role model for others.

Expected Accomplishments

- Be more confident when dealing with the public & colleagues
- Be more proactive and positive
- Be able to handle challenging situations more diplomatically
- Be aware of different communication styles and know how to handle them
- Practice assertiveness techniques smoothly and successfully
- Lift up others as well as self but also be able to say 'no' when appropriate
- Be an assertive role model for others to follow

Course Outline

- Effective communication review:
 - Communication styles
 - Body language
 - Voice qualities
 - The message: the words we say - four important phrases
 - Explaining clearly
 - Tuning in: active listening
- Characteristics of successful communication
 - Assertiveness assessment
 - Becoming more assertive
 - Accentuating the positive
 - Disagreeing gracefully
 - Skillful compromising
- Tools for success:
 - First impression & personal appearance
 - Enhancing people skills
 - Assertive language models
 - Brain enhancing techniques to enhance assertiveness
- Secrets to great communication:
 - The reciprocity principle
 - Communication intelligence





- Business etiquette
- Rapport building
- NLP assertiveness tool

Who Can Benefit

Anyone who has a desire to improve their communication skills

Related Training

- Develop Your Talents & Strengths for Career Success
- Utilizing NLP Techniques in the Workplace
- Maximize Your Potential - Optimize Your Brain Power for Work & life
- Developing Effective Working Relationships
- Managing Time & Stress

Duration

2 days

Mode

Instructor-led classes with presentations/ demonstrations, communicative role-plays and interactive projects

Prerequisites

Good communication skills

Course Code: COM-170

